North Dakota
June-03

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
	COMMENDATION														
	Agents	1				1				1					3
	Service														0
	TOTAL	1	0	0	0	1	0	0	0	1	0	0	0	0	3
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller	1													1
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed													1	1
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech													1	1
#21	Other Service Type:														0
	TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	2	3
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	1	0	0	0	0	0	0	0	0	0	0	0	2	3
	OTHER CALLS														
#36	Branding/Database entry												0		0
#37	Request Directory Assistance												2		2
#38	Test Calls												0		0
#39	Instructions/General												13		13
#40	Send Information												0		0
#41	Billing Question												1		1
#42	Purchase TTY												1		1
#43	Referred to LEC												3		3
#44	Wanted Sprint Cust Svc												0		0
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	20	0	20
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	2	0	0	0	1	0	0	0	1	0	0	20	2	26

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
	COMMENDATION														
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS														
#36	Branding/Database entry												2		2
#37	Request Directory Assistance												0		0
#38	Test Calls												4		4
#39	Instructions/General												14		14
#40	Send Information												0		0
#41	Billing Question												0		0
#42	Purchase TTY												3		3
#43	Referred to LEC												4		4
#44	Wanted Sprint Cust Svc												0		0
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	27	0	27
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	27	0	27

North Dakota

August-03

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36	Branding/Database entry													0		0
#37	Request Directory Assistance													2		2
#38	Test Calls													2		2
#39	Instructions/General													11		11
#40	Send Information													0		0
#41	Billing Question													0		0
#42	Purchase TTY													2		2
#43	Referred to LEC													6		6
#44	Wanted Sprint Cust Svc													1		1
#45	Other													0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	24	0	24
NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	24	0	24

North Dakota
September-03

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo	1													1
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	1	0	0	0	0	0	0	0	0	0	0	0	0	1
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call												1		1
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	0	1
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	1	0	0	0	0	0	0	0	0	0	0	1	0	2
OTHER CALLS															
#36	Branding/Database entry												1		1
#37	Request Directory Assistance												0		0
#38	Test Calls												1		1
#39	Instructions/General												12		12
#40	Send Information												1		1
#41	Billing Question												0		0
#42	Purchase TTY												2		2
#43	Referred to LEC												8		8
#44	Wanted Sprint Cust Svc												0		0
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	25	0	25
NON-STATE REPORTED															
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	1	0	0	0	0	0	0	0	0	0	0	26	0	27

North Dakota
October-03

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36	Branding/Database entry													1		1
#37	Request Directory Assistance													1		1
#38	Test Calls													0		0
#39	Instructions/General													15		15
#40	Send Information													0		0
#41	Billing Question													0		0
#42	Purchase TTY													5		5
#43	Referred to LEC													3		3
#44	Wanted Sprint Cust Svc													0		0
#45	Other															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	25	0	25
NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	25	0	25

North Dakota

November-03

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36	Branding/Database entry													2		2
#37	Request Directory Assistance													3		3
#38	Test Calls													1		1
#39	Instructions/General													1		1
#40	Send Information													1		1
#41	Billing Question													2		2
#42	Purchase TTY													0		0
#43	Referred to LEC													0		0
#44	Wanted Sprint Cust Svc													7		7
#45	Other													0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	17	0	17
NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	17	0	17

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:												1		1
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	0	1
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	1	0	1
OTHER CALLS															
#36	Branding/Database entry												0		0
#37	Request Directory Assistance												1		1
#38	Test Calls												0		0
#39	Instructions/General												12		12
#40	Send Information												1		1
#41	Billing Question												0		0
#42	Purchase TTY												1		1
#43	Referred to LEC												3		3
#44	Wanted Sprint Cust Svc												1		1
#45	Other												0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	19	0	19
NON-STATE REPORTED															
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	20	0	20

North Dakota
January-04

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36	Branding/Database entry													2		2
#37	Request Directory Assistance													1		1
#38	Test Calls													0		0
#39	Instructions/General													17		17
#40	Send Information													3		3
#41	Billing Question													1		1
#42	Purchase TTY													4		4
#43	Referred to LEC													4		4
#44	Wanted Sprint Cust Svc													0		0
#45	Other													0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	32	0	32
NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	32	0	32

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															TOTALS
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS															
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36	Branding/Database entry													2		2
#37	Request Directory Assistance													1		1
#38	Test Calls													3		3
#39	Instructions/General													5		5
#40	Send Information													1		1
#41	Billing Question													0		0
#42	Purchase TTY													1		1
#43	Referred to LEC													2		2
#44	Wanted Sprint Cust Svc													0		0
#45	Other													0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	15	0	15
NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	15	0	15

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM		TOTALS
	COMMENDATION															
	Agents															0
	Service															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	SERVICE COMPLAINTS															
#00	Answer Wait Time															0
#01	Dial Out Time															0
#02	Didn't Follow Database Inst.															0
#03	Didn't Follow Cust. Instruct.															0
#04	Didn't Keep Cust. Informed															0
#05	Agent Disconnected Caller															0
#06	Poor Spelling															0
#07	Typing Speed/Accuracy															0
#08	Poor Voice Tone															0
#09	Everything Relayed															0
#10	HCO Procedures Not Followed															0
#11	VCO Procedures Not Followed															0
#12	Two-Line VCO Procedures Not Fo															0
#13	Background Noise Not Typed															0
#14	Feelings Not Described															0
#15	Recording Feature Not Used															0
#16	Noise in Center															0
#17	Agent Was Rude															0
#18	Problem Answer Machine															0
#19	Spanish Service															0
#20	Speech to Speech															0
#21	Other Service Type:															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	TECHNICAL COMPLAINTS															
#22	Lost Branding															0
#23	Charged for Local Call															0
#24	Trouble Linking Up															0
#25	Line Disconnected															0
#26	Garbled Message															0
#27	Database Not Available															0
#28	Spit Screen															0
#29	Other Technical Type:															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	MISC. COMPLAINTS															
#30	Rates															0
#31	TTY Operator Service															0
#32	900 Number Access															0
#33	Carrier of Choice															0
#34	Network Recording															0
#35	Other Miscellaneous Type:															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	OTHER CALLS															
#36	Branding/Database entry													0		0
#37	Request Directory Assistance													1		1
#38	Test Calls													0		0
#39	Instructions/General													11		11
#40	Send Information													0		0
#41	Billing Question													0		0
#42	Purchase TTY													1		1
#43	Referred to LEC													3		3
#44	Wanted Sprint Cust Svc													0		0
#45	Other													0		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	16	0		16
	NON-STATE REPORTED															
#46	Request Relay Number															0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	16	0		16

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
	COMMENDATION														
	Agents														0
	Service														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude														0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS														
#36	Branding/Database entry												0		0
#37	Request Directory Assistance												0		0
#38	Test Calls												1		1
#39	Instructions/General												6		6
#40	Send Information												0		0
#41	Billing Question												0		0
#42	Purchase TTY												0		0
#43	Referred to LEC												3		3
#44	Wanted Sprint Cust Svc												0		0
#45	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	10	0	10
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	10	0	10

North Dakota
May-04

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION														
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS														
#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls														0
#39 Instructions/General														0
#40 Send Information														0
#41 Billing Question														0
#42 Purchase TTY														0
#43 Referred to LEC														0
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NON-STATE REPORTED														
#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0